



*For Consumers and Providers of In-Home Care Services*

*November 2006*

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**Home Care Quality Authority**  
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## **Chair's Corner**

*By Charles Reed, HCQA Board Chairman*

In the last issue of our newsletter I talked about the transitions taking place with the Home Care Quality Authority. The transition continues this month and I am very pleased to announce the Home Care Quality Authority has named Rick Hall as its' new Executive Director.



Rick is not new to the Home Care Quality Authority. He served as the state's chief negotiator through the historic first rounds of bargaining with SEIU 775, the Home Care Workers' Union, in 2002 while serving as labor relations manager for the Authority. During his tenure, Rick played a leading role in managing and resolving the many complex issues involved in implementation of the home care workers' first contract. Rick later returned as the state's chief negotiator and the Governor's designee for collective bargaining over new contract agreements in 2004 and in 2006 while working for the Office of Financial Management (OFM). Rick has worked very closely with the Board of the HCQA for several years to improve services and quality throughout the long-term care state system.

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*HCQA is Committed to Improving the Quality of  
Long-Term In-Home Services and Encouraging  
Stability in the Individual Provider Workforce .*

## Chair's Corner, continued

Rick has a very good understanding of home care issues confronting consumers and providers and the need to work together to improve the quality of in-Home long-term care services in the State of Washington. The Board of the HCQA is very pleased Rick has agreed to become our Executive Director as we continue our work to improve quality and access to needed long-term care services in our state.

On behalf of the Board of HCQA I would like to also thank our staff for the great work they have done during our recent transitions. While our staff is small in number, they have worked well together during this time of change. They have all done an outstanding job of holding things together and continuing the important work of the HCQA as we have changed Executive Directors. I would especially like to thank Sherri Wills-Green for serving as our interim Executive Director for the past several weeks. Sherri has done an impressive job of not only doing her own her previous assignments but she has also done the work of the Executive Director during this interim. She is truly an outstanding individual and a valued employee of the HCQA. Sherri's work and guidance for the HCQA is very much appreciated by the entire Board.

We of the HCQA Board look forward to working with our new Executive Director, our staff and all of you over the next months and years as we strive to assure that consumers of in-home long-term care services have access to the quality services they want and need in the State of Washington.



Rick Hall, HCQA Executive Director

### HCQA CONTACT INFORMATION

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## Safety Training Update

**Attention all Individual Providers hired BEFORE July 1, 2005, that have not already taken Safety Training. You MUST complete Safety Training by December 31, 2006.**

Four easy ways to complete training (*choose ONE*):

- Call 1-800-416-1890 to request a self-study manual
- Do training online at <http://hcqa.sedgwickcms.com>
- Go to a seminar listed in your last Safety Newsletter
- Contact your Case Manager for a training schedule

**IMPORTANT: If you have already taken safety training, you do not need to respond.**

## RWRCs CURRENTLY OPERATING:

### SOUTH CENTRAL SERVICE AREA

*Serving Kittitas and Yakima Counties*

*Operated by: SE Aging and Long Term Care*

### SOUTH EAST SERVICE AREA

*Serving Benton, Franklin, Walla Walla, Columbia, Garfield and Asotin Counties*

*Operated by: SE Aging and Long Term Care*

### PIERCE SERVICE AREA

*Serving Pierce and Kitsap Counties*

*Operated by: Professional Registry of Nursing, Inc.*

### NORTHWEST SERVICE AREA

*Serving Whatcom, Skagit, Island and San Juan Counties.*

*Operated by: Sunrise Services, Inc. - Community Trades and Careers*

### SOUTH SOUND SERVICE AREA

*Serving Lewis, Mason and Thurston Counties.*

*Operated by WorkSource Thurston County*

### SNOHOMISH SERVICE AREA

*Serving Snohomish County.*

*Operated by: Sunrise Services, Inc.*

### SPOKANE SERVICE AREA

*Serving Spokane and Whitman Counties.*

*Operated by: Aging & Long Term Care of Eastern Washington (ALTCEW)*

### NORTHEAST SERVICE AREA

*Serving Ferry Stevens and Pend Orielle Counties.*

*Operated by Rural Resources Community Action and ALTCEW*

### KING SERVICE AREA

*Serving King County - Operated by:*

*Professional Registry of Nursing, Inc.*

### NORTH CENTRAL SERVICE AREA

*Serving Okanogan, Chelan and Douglas Counties - Operated by: Professional Registry of Nursing, Inc.*

*of Nursing, Inc.*

### EAST CENTRAL SERVICE AREA

*Serving Lincoln, Grant and Adams Counties - Operated by: Professional Registry of Nursing, Inc.*

*of Nursing, Inc.*

### OLYMPIC & PACIFIC SERVICE AREA

*Serving Clallam and Jefferson, Grays Harbor and Pacific Counties—Operated by:*

*Olympic Area Agency on Aging*

### SOUTHWEST SERVICE AREA

*Serving Klickitat, Skamania, Clark, Cowlitz and Wahkiakum Counties - Operated by:*

*CDM Services.*

## RWRC Name Change

*By Lisa Livingston, RWRC Program Manager*

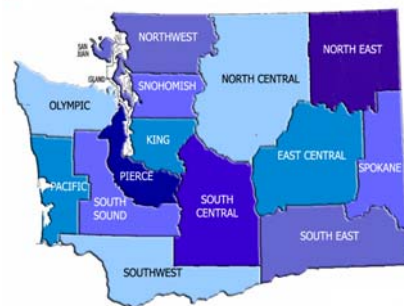
We have had several requests for a name that relates more clearly to the work of the referral registry. Because of this we would like to hear from you regarding your ideas for renaming the Referral and Workforce Resource Centers (RWRCs). We want to present name options at our next Board meeting on Tuesday December 12th, so please send in your suggestions no later than Friday, December 7th, 2006. Contact Lisa with your suggestion.

For more information about the Referral and Workforce Resource Centers, please contact Lisa Livingston via e-mail:

[livingston@hcqa.wa.gov](mailto:livingston@hcqa.wa.gov)

phone: 360-902-8856 or

toll free: 866-580-4272



## Case Manager Connection

### Access to the Referral Registry available for Case Managers

*In just a few simple steps, Case Managers can find pre-qualified and screened Individual Providers.*

**Step 1.** Contact a local RWRC office to request a user name and password and identify the name of the client they are wanting to find a provider for.

**Step 2.** Provide information to the Referral Registry\* Coordinator about the needs of your client. This is information that can be gathered via a telephone call.

**Step 3.** Obtain a referral list from the website or from the Referral Registry Coordinator. A referral list\* can be generated at the same time you call!

*\*Referral List - Generated by the Referral Registry a referral list offers contact information of Providers that are most suited to your clients needs.*

*\*Referral Registry - Uses the latest web-based technology to match the needs of in-home consumers with pre-qualified individual providers.*

The Referral and Workforce Resource Center  
Statewide toll free number is 1-800-970-5456 or visit  
[www.hcqa.wa.gov](http://www.hcqa.wa.gov)

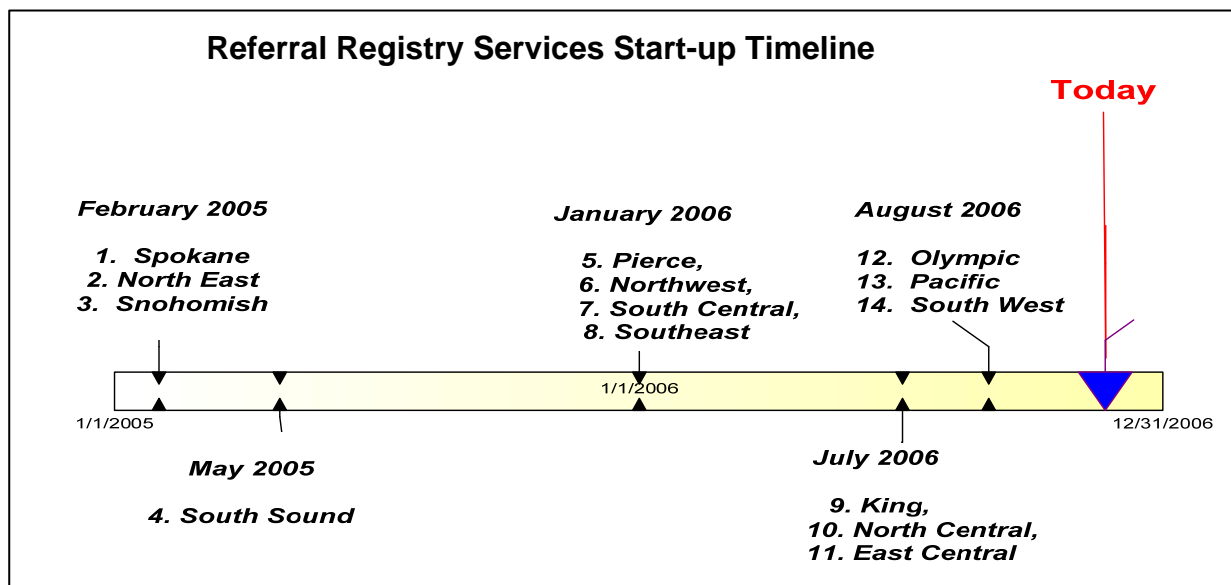
## Referral Registry Services Update

*By Sherri Wills-Green, Referral Registry Program Manager*

With registry services now available Statewide, the Referral Registry database continues to grow with increasing numbers of available and screened prospective providers. Each month, more and more consumer/employers are requesting a referral list of provider's names.

From February 2005 to October 2006, there have been a total of 1,745 workers available for referral purposes and 899 consumers who have requested referrals. Ninety-eight percent of the time, a referral request results in a list, averaging seven prospective providers per list. The graphic below offers a visual timeline of Registry Services expansion.

If you know of someone receiving publicly funded in-home care that is searching for an in-home care worker, you can call the toll free line at 800-970-5456 and you will be connected to the nearest RWRC in your area.



## Personal Touch Makes all the Difference

*By Lisa Livingston, RWRC Program Manager*

Referral Registry services go far beyond producing a referral list of available and screened prospective providers. Registry Centers and their staff are available across the state to support Providers and Consumers throughout the enrollment and matching process. Several examples stand out for Sally Lorraine, a Registry Coordinator in the Spokane Service area. In one case, she recalls talking with a young man who was quadriplegic due to an accident and was living in a nursing home in the Palouse. The young man yearned to be able to live at home in Spokane. Sally and the discharge planners at the nursing home were able to help him relocate back in his own place in Spokane, and through the Registry, Sally found three Individual Providers who were able to cover his needs around the clock.

"These are the little things that make this work worth it", states Lorraine. "I knew from day one that the Registry would be a viable service." Having cared for her parents who lived in Western Washington, she had to fly from Seattle to Spokane each weekend to see that they were cared for. "If I had the Registry available to me at that time I would have used it in an instant," comments Lorraine, "the Registry is something we can do to support choices for consumers and their families". Sally Lorraine has lived in Spokane for 36 years and has been helping consumers find in-home services for over five years.



## Peer Mentor Program a Value to Individual Providers

The Peer Mentor Program is a pilot project funded by a grant from the Centers for Medicare and Medicaid Services and is administered by the Home Care Quality Authority. The program is intended to bring together a more skilled or experienced individual provider with a new or lesser-skilled one. Peer Mentors are available in four of the 14 Referral Registry service areas.

In October, training for Peer Mentors took place in Olympia. Peer Mentors from across the state came to learn more about communication and conflict resolution techniques and also to share the unique challenges and rewards of working with fellow Individual Providers. The formal training and the opportunity to share tips and ideas with each other proved to be a valuable experience.



**Pictured above** - Peer Mentors, Trainers and HCQA staff gather for recognition event in Olympia on October 25<sup>th</sup>. **From L to R:** Sherri Wills-Green, Kim Winchester, Vicki Payne, Lisa Livingston, Marjorie Markin, Jan Thomson, Patty Wickholm, Dena Hall, Tracee Mitchell and Terry Daggett.

## November is National Pancreatic Cancer Awareness Month



After thousands of phone calls, emails, letters and personal visits to Congressional representatives from the Pancreatic Cancer Action Network's (PanCAN) grassroots advocates, the U.S. Congress responded by unanimously passing House Resolution 745, a bill to recognize November as National Pancreatic Cancer Awareness Month.

Jamie Spencer a DSHS employee in Yakima, Washington is a pancreatic cancer survivor and a PanCAN spokesperson. Among her many endeavors to support those with pancreatic cancer, Jamie appears in a video supporting the development of Buck Pavilion at Virginia Mason. Visit [www.PanCAN.org](http://www.PanCAN.org) to find educational materials, research, treatment options and support.

## November is National Family Caregivers Month

Now in its 12th year, National Family Caregivers Month has become an annual event celebrated by people all over the United States. This nationally recognized month draws attention to the many challenges facing family caregivers, and raise awareness about community programs that support family caregivers. Read [Governor Gregoire's Proclamation](#) (PDF) about National Family Caregiver's Month.

### Caregiver Resources on the Internet:

- [www.wellspouse.org](http://www.wellspouse.org)
- [www.care-givers.com](http://www.care-givers.com)
- [www.caringinfo.org](http://www.caringinfo.org)
- [www.caringtoday.com](http://www.caringtoday.com)

"There are only four kinds of people in the world:

- ~those who have been caregivers
- ~those who currently are caregivers
- ~those who will be caregivers
- ~those who will need caregivers"

*Former First Lady Rosalynn Carter*

*We want to provide news and information important to you.  
If you have news ideas you'd like to share, email [info@hcqa.wa.gov](mailto:info@hcqa.wa.gov)*



## HCQA Board Updates

**Nicole Selene** of Everett has been appointed to a term effective October 6, 2006, ending July 1, 2009. Ms. Selene is a housing specialist with disAbility Resource Connection and she serves on the Homelessness Policy Task Force of Snohomish County as a housing representative for people with disabilities. Welcome Nicole!

### HCQA Board Members

Charles Reed, Chair, Olympia  
Elizabeth Brown, Vancouver  
Brenda J, Carlstrom, Olympia  
Kathleen Coster, Spokane  
Patrick Farrell, Gig Harbor  
Larry Garman, Montesano  
Jesse Magana, Vancouver  
Dennis Mahar, Olympia  
Nicole Selene, Everett

**The Home Care Quality Authority** consists of a board of nine members appointed by the governor. The board includes five members who are currently using or have formerly used long-term In-Home care services:

- a person with a developmental disability;
- a representative of the Developmental Disabilities Planning Council;
- a representative of the State Council on Aging; and
- a representative of the Washington Association of Area Agencies on Aging.

Each board member serves a term of three years. Visit our website at [www.hcqa.wa.gov](http://www.hcqa.wa.gov) to review past Board meeting minutes and the schedule for upcoming meetings.

*The Home Care Quality Authority is Committed to  
Improving the Quality of Long Term In-Home Care Services  
and Encouraging Stability in the Individual Provider Work force.*

**Referral Registry** - Matching the needs of in-home consumers with pre-qualified individual providers using the latest in web-based technology.

Access the  
Referral Registry  
@  
[www.hcqa.wa.gov](http://www.hcqa.wa.gov)

**Referral & Workforce Resource Centers** - Offering programs and services to support consumers/employers and individual providers at local sites across the State.